BANGALORE WATER SUPPLY AND SEWERAGE BOARD
CAUVERY BHAVAN, KEMPEGOWDA ROAD,
BANGALORE – 560 009

Work of Comprehensive Operation and Maintenance of Call Center (24x7) and website for 3 years

Office of the Chief Engineer (Design & Quality Assurance)
BANGALORE WATER SUPPLY & SEWERAGE BOARD
9th floor, Cauvery Bhavan
K.G.Road,
Bangalore -560009.

e-mail – cedesign@bwssb.gov.in
Website **www.kppp.karnataka.gov.in**

TENDER REFERENCE :	:	**Work of Comprehensive Operation and Maintenance of Call Center (24x7) and website for 3 years** No.: BWSSB/CED&QA/ACE(MIS&IT)/TA/JE/1803 /2023-24 Dated: 09-01-2024	
NAME OF THE WORK	:	From: 10-01-2024	To: 24-01-2024
LAST DATE AND TIME FOR RECEIPT OF TENDERS	:	24-01-2024 upto14.00noon	
TIME AND DATE OF OPENING OF TECHNICAL TENDERS		25-01-2024 upto15.00noon	
PLACE OF OPENING OF TECHINCAL TENDERS	:	Office of the Chief Engineer(D&QA) Bangalore Water Supply & Sewerage Board 9th floor, Cauvery Bhavan, K.G.Road, Bangalore -560009	
TIME AND DATE OF OPENING OF PRICE TENDERS	:	Will be intimated to the Qualified Tenderers.	
PLACE OF OPENING OF PRICE TENDER	:	Will be intimated to the Qualified Tenderers	
ADDRESS FOR COMMUNICATION	:	Office of the Chief Engineer(D & QA) Bangalore Water Supply & Sewerage Board 9th floor, Cauvery Bhavan, K.G.Road, Bangalore -560009	

Contents

Section No.	Description	Page
1	INVITATION FOR TENDERS (IFT)	3
2	INSTRUCTIONS TO TENDERERS (ITT)	4
3.	QUALIFICATION INFORMATION	14
4.	FORM OF TENDER, LETTER OF ACCEPTANCE, NOTICE TO PROCEED WITH THE WORK AND AGREEMENT FORM	17
5.	CONDITIONS OF CONTRACT (CC)	20
6.	CONTRACT DATA	34
7	SPECIFICATIONS	40
8	DRAWINGS	41
9.	BILL OF QUANTITIES	42
10.	FORMAT OF BANK GUARANTEE FOR SECURITY DEPOSIT	43

SECTION 1:

BANGALORE WATER SUPPLY AND SEWERAGE BOARD
Office of The Chief Engineer,
9th floor, Cauvery Bhavan, K.G.Road,
Bangalore -560009
Website **www.kppp.karnataka.gov.in**
Telephone: 080- 22945253
INVITATION FOR TENDER (IFT)
(Through e-Procurement Portal Only)

IFT No.: BWSSB/CED&QA/ACE (MIS-IT)/TA /1802 /2023-24
Dt:09-01-2024

1. The Chief Engineer(D & QA) invites tenders from eligible tenderers, the Work of Comprehensive Operation and Maintenance of Call Center (24x7) and website for 3 years detailed in the Table below. The tenderers may submit tenders for any or all of the works given in the Table. Two Cover Tender procedure as per Rule28 of the KTPP Act shall be followed. The Tenders are required to submit two separate sealed covers, one containing the Earnest money deposit and the details of their capability to undertake the tender (as detailed in ITT Clause 3and 6), which will be opened first and the second cover containing the price tender which will be opened only if the Tenderer is found to be qualified to execute the tendered works. The Tenderers are advised to note the minimum qualification criteria specified in Clause 3 of the Instructions to Tenderers to qualify for award of the contract.

2. Tender documents may be downloaded through the e-procurement website www.kppp.karnataka.gov.in from 10-01-2024 to 24-01-2024 on payment of a non-refundable fee indicated in the Table below, using any of these forms of OTC,NEFT, DEBIT CARD and CREDIT CARD through e-portal only**.** Interested Tenderers may obtain further information at the Office of e-procurement. Tenderers will be issued a password and authorized for accessing the tender document in the website with URL: **www.kppp.karnataka.gov.in**

3. Tenders must be accompanied by earnest money deposit specified for the work in the Table below. Earnest money deposit will have to be in any one of

the forms as specified in the Tender document and shall have to be valid for 45 days **beyond** the validity of the tender.

4. The last date and time for receipt of tenders in the Electronic Tender Box in website (https://kppp.karnataka.gov.in) is **24-01-2024** up to **14:00 hrs.** The technical bids will be opened on **25-01-2024 at 15:00 hrs.** If the bid-opening day remains as public holiday, bids will be opened on the next working day at the original stipulated time.

5. The salient features of the tender are as detailed in the table below:

Sl. No	**Name of Work**	**Cost of Tender Document Rs.**	**Amount put to Tender Rs. in Lakh (Approx)**	**EMD amount Rs. in Lakh**	**Period of completion**	**Eligibility Criteria during last 5 years (2018-19,2019-20,2020-21,2021-22, 2022-23)**	
						Financial turn Over (Rs. in Lakh)	**Performance & Work Qualification**
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.	Work of Comprehensive Operation and Maintenance of Call Center (24x7) and website for 3 years	To be specified by karnataka public procurement portal cell	Rs.1,79,98,022/-	Rs.2,70,000/-	3 years	Achieved in at least two financial years a minimum financial turnover of **Rs.3,59,96,044/-**	1. Satisfactory completed prime contractor for at least one similar work such as Maintenance of Servers, Network Infrastructure and Complaint Management System for 3 years to an extent of Rs.89,99,011/- 2. The contractor

							should have experience in the maintenance of Complaint Management System by providing at least 16 Call Center Executives to State/Central/PSU/any Organization (Work Experience Certificate issued by end user shall be furnished)

6. Other details can be seen in the tender documents.

7. EMD shall be paid through OTC, NEFT and DEBIT CARD & CREDIT CARD through Karnataka Public Procurement Portal Only. The value of the Bid Security / EMD is as mentioned in the table above in column no 5.

8. Tenderers can access tender documents from https://kppp.karnataka.gov.in website only and upload the required details; those are mentioned in different sections in the bid document in to electronic tender on the website. Scanned documents those are required to be furnished as per Section 2, 3 & 4 of the bid document shall be submitted through Karnataka Public Procurement Portal.

9. The Tender processing fee once paid will not be refunded.

10. The successful Tenderer would be required to furnish the performance **Bank Guarantee** from a Nationalized/Scheduled Indian Bank, with jurisdiction at Bangalore as specified, towards guarantee for completion of work within the stipulated period as mentioned in tender document.

11. Applications / requisitions from joint venture Firms are not acceptable.

12. Bangalore Water Supply and Sewerage Board (BWSSB) reserve the right to cancel or annul the entire or part of this process of invitation at any time without assigning any reasons.

13. For any additional information regarding the above tender, the firms who are interested to quote, may contact office of the undersigned at the office address given below on all working days during office hours (10:00hours to 17:30 hours).

Bangalore Water Supply & Sewerage Board
Office of Chief Engineer
(Design & QA)
9th Floor, Cauvery Bhavan,
K.G.Road, Bangalore.
Telephone No: 080-22945340

14. Tenderers shall submit offers that comply with the requirements of the bid document.

Corrigendum / Modification / Corrections, if any will be published in the website only.

Sd/-
Chief Engineer (Design& QA)

SECTION 2: INSTRUCTIONS TO TENDERERS (ITT)

Table of Clauses

		Page No.
A.	**General**	
1.	Scope of Tender	5
2.	Eligible Tenderers	5
3.	Qualification of the Tenderer	5
4.	One Tender per Tenderer	6
5.	Cost of Tendering	6
6.	Site Visit	7
B.	**Tender Documents**	
7.	Content of Tender documents	7
8.	Clarification of Tender Document	7
9.	Amendment of Tender documents	7
C.	**Preparation of Tenders**	
10.	Documents comprising the Tender	7
11.	Tender prices	8
12.	Tender validity	8
13.	Earnest money deposit	8
14.	Format and signing of Tender	9
D.	**Submission of Tenders**	
15.	Sealing and marking of Tenders	
16.	Deadline for submission of Tenders	
17.	Late Tenders	
18.	Modification and Withdrawal of Tenders	
E.	**Tender opening and evaluation**	
19	Opening of First Cover of all Tenders and evaluation to determine qualified Tenderers	10
20.	Opening of Second Cover Tenders of qualified Tenders and evaluation	10
21.	Process to be confidential	11
22.	Clarification of Tenders	11
23.	Examination of Tenders and determination of responsiveness	11
24.	Correction of errors	11
25.	Evaluation and comparison of Tenders	12

F. Award of contract

26. Award criteria 12
27. Employer's right to accept any Tender and to reject any or all Tenders 12
28. Notification of award and signing of Agreement 12
29. Security deposit 13
30. Advance payment and Security 13
31 Corrupt or Fraudulent Practices 13

A. General

1. Scope of Tender

1.1 The Cheif Engineer(D & QA) (Referred to as Employer in these documents) invites tenders following: Two Cover tender procedure, from eligible Tenderers, for the construction of works (as defined in these documents and referred to as "the works") detailed in the Table given in the Invitation for Tenders (IFT). The Tenderers may submit tenders for any or all of the works detailed in the table given in IFT.

SCOPE OF WORK:

The scope of work includes Centralized Call Center service for receiving of Enquiries and complaints from consumers through the web portal, helpline, chat-bot and the mobile app etc

1) The bidder will have to maintain a call center 24X7 in the BWSSB premises Bangalore for a period of 3 years.
2) The call center shall operate in (Three shift + one general shift) in a day. Due arrangements should be made for weekly holidays and general holidays.
3) Maintenance, upgradation and modification of CMS application, web application, mobile app and chatbot.
4) BWSSB website content management.
5) The scope includes maintenance of Network switch and application based firewall for entire network. The regular backup of all the data in the complaint management system to be monitored and maintained at both cloud server and local server.
6) Reporting requirements as per BWSSB.
7) Designing call scripts for various types of calls.
8) Register Grievances and classify them based on the nature of Grievances, address, location etc.

9) Generate a unique ticket number for each Grievances and unique number made known to complainant on call as per the requirements of BWSSB and also in line with the standard procedures.
10) Automatically Escalate/Assign the Grievances to concerned officer in BWSSB as per the escalation matrix.
11) Automatic for tracking the complaint updating in the software.
12) Updation of status of the complaints.
13) The Complaint details such as number of call in each division, category of calls, no of complaints closed etc., and the status of the complaints has to be displayed in the LCD and shall get updated automatically.
14) Grievances handling: Attending consumer Grievances is one of the primary objectives of BWSSB call center. The Grievance scan either be received through e-mails, Phone Calls, WhatsApp, Web, Social Media or any other mode.
15) The above all shall abide with IT ACT 2000.

2. Eligible Tenderers

2.1 Tenderers shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of Karnataka

2.2 **Tenders from Joint ventures are not acceptable.**

2.3 The tenderer should furnish labour registration certificate, ESI, EPFO, company Registration certificate

3. Qualification of the Tenderer:

3.1 All Tenderers shall provide the requested information accurately and in sufficient detail in Section 3: Qualification information.

3.2 To qualify for award of this contract, each Tenderer in its name should have in the last five years i.e. 2018-19, 2019-20, 2020-21,2021-22,2022-23.

(a) achieved in at least two financial years a minimum financial turnover of Rs Rs.3,59,96,044.00

(b) Satisfactory completed as prime contractor for at least one similar work such as Operation and Maintenance of servers, network infrastructure and complaint management system (call center 24x7) for 3 years to an extent of Rs. 89,99,011/-. (i.e, work experience certificate issued by end user)

(c) The contractor should have experience in the maintenance of complaint management system by providing atleast 16 call center executives to

State/central/PSU/any organization(i.e, work experience certificate issued by end user)

(d) The tenderer should have ISO 9001-2015, ISO 27001-2013, ISO 27701 certification for carrying out information security in implementation, maintenance, operations and support of application software and software products. Copy of the certificate in this regard shall be uploaded.

3.3 Each Tenderer should further demonstrate:

(a) Availability by owning the following key and critical equipment for this work:

(b) Liquid Assets and /or availability of credit facilities of no less than Rs.54,00,000/- (Credit lines/ letter of credit/ certificates from banks for meeting the fund requirement etc. (usually the equivalent of the estimated cash flow for three months in the peak construction period)*

3.4 To qualify for a package of contracts made up of this and other contracts for which tenders are invited in this IFT, the Tenderer must demonstrate having experience and resources to meet the aggregate of the qualifying criteria for the individual contracts.

3.5 Deleted.

3.6 Tenderers who meet the above specified minimum qualifying criteria, will only be qualified, if their available tender capacity is more than the total tender value. The available tender capacity will be calculated as under:

Assessed available tender capacity = (A*N*1.5 - B)>179.98lakhs

where

A= Maximum value of works executed in any one year during the last five years (updated to 2022-23 price level at 10% per year) considering the completed as well as works in progress.

N= Number of years prescribed for completion of the works for which tenders are invited.

B= Value, at 2022-23 price level of existing commitments and on-going works to be completed during the next 2 years (period of completion of the works for which Tenders are invited)

Note: The statements showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works listed should be countersigned by

the Employer in charge, not below the rank of an Executive Engineer or equivalent.

3.7 Even though the Tenderers meet the above criteria, they are subject to be disqualified if they have:

- made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
- record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.; and/or
- participated in the previous Tender for the same work and had quoted unreasonably high tender prices and could not furnish rational justification.

4. One Tender per Tenderer:

4.1 Each tenderer shall submit only one tender for one package. A tenderer who submits or participates in more than one Tender (other than as a sub-contractor or in cases of alternatives that have been permitted or requested) will cause all the proposals with the Tenderer's participation to be disqualified.

5. Cost of Tendering:

5.1 The tenderer shall bear all costs associated with the preparation and submission of his tender, and the Employer will in no case be responsible and liable for those costs.

6. Site visit:

6.1 The Tenderer at his own responsibility and risk is encouraged to visit and examine the site of work and its surroundings and obtain all information that may be necessary for preparing the Tender and entering into a contract for construction of the Works. The cost of visiting the Site shall be at the Tenderer's own expense.

B. Tender documents

7. Content of Tender documents

7.1 The set of tender documents shall have all the Sections given in Page 2:

7.2 Both the sets should be completed and returned with the tender.

8. **Clarification of Tender Documents**

8.1 A prospective tenderer requiring any clarification of the tender documents may notify the Employer in writing or by cable

(hereinafter “cable” includes telex and facsimile) at the Employer’s address indicated in the invitation to tender. The Employer will respond to any request for clarification which he receives earlier than 7 days prior to the deadline for submission of tenders. Copies of the Employer’s response will be forwarded to all purchasers of the tender documents, including a description of the enquiry but without identifying its source.

Pre-tender meeting:

The tenderer or his authorized representative is invited to attend a pre-tender meeting which will take place at Chief Engineer (Design & Quality Assurance), 9th floor, Cauvery Bhavan, K.G Road, Bangalore 560009 (address of venue) on as mentioned in portal.

The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage

The tenderer is requested to submit any questions in writing or by cable to reach the Employer not later than one week before the meeting.

Minutes of the meeting, including the text of the questions raised (without identifying the source of enquiry) and the responses given will be transmitted without delay to all purchasers of the tender documents. Any modification of the tender documents listed in Sub - Clause 7.1 which may become necessary as a result of the pre-tender meeting shall be made by the Employer exclusively through the issue of an Addendum pursuant to Clause 9 and not through the minutes of the pre-tender meeting.

8.2.5 Non-attendance at the pre-tender meeting will not be a cause for disqualification of a tenderer.

9. Amendment of Tender documents

9.1 Before the deadline for submission of tenders, the Employer may modify the tender documents by issuing addenda.

9.2 Any addendum thus issued shall be part of the tender documents and shall be communicated in writing or by cable to all the purchasers of the tender documents.

9.3 To give prospective Tenderers reasonable time in which to take an addendum into account in preparing their tenders, the Employer shall extend as necessary the deadline for submission of tenders, in accordance with Sub-Clause 16.2 below.

C. Preparation of Tenders

10. Documents comprising the Tender

10.1 The tender submitted by the Tenderer shall be in two covers and shall contain the documents as follows:

10.1.1 **First Cover :**

Earnest Money Deposit;

Qualification Information as per formats given in Section 3;

10.1.2 **Second Cover:**

The Tender (in the format indicated in Section 4) Priced Bill of Quantities (Section9); and any other materials required to be completed and submitted by Tenderers in accordance with these instructions. The documents listed under Sections 3, 4, 6 and 9 shall be filled in without exception.

10.2 deleted

11. Tender prices

11.1 The contract shall be for the whole works as described in Sub-Clause 1.1, based on the priced Bill of Quantities submitted by the Tenderer.

11.2 The Tenderer shall fill in rates and prices and line item total (both in figures and words) for all items of the Works described in the Bill of Quantities along with total tender price (both in figures and words). Items for which no rate or price is entered by the Tenderer will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Bill of Quantities. Corrections, if any, shall be made by crossing out, initialling, dating and rewriting.

11.3 All duties, taxes, and other levies payable by the contractor under the contract, or for any other cause, shall be included in the rates, prices and total Tender Price submitted by the Tenderer.

11.4 The rates and prices quoted by the Tenderer shall be subject to adjustment during the performance of the Contract in accordance with the provisions of Clause of the Conditions of Contract.

12. Tender validity

12.1 Tenders shall remain valid for a period not less than 90 days after the deadline date for tender submission specified in Clause 16. A tender valid for a shorter period shall be rejected by the Employer as non-responsive.

12.2 In exceptional circumstances, prior to expiry of the original time limit, the Employer may request that the Tenderers may extend the period of validity for a specified additional period. The request and the Tenderers' responses shall be made in writing or by cable. A Tenderer may refuse the request without forfeiting his earnest money deposit. A Tenderer agreeing to the request will not be required or permitted to modify his tender, but will be required to extend the validity of his earnest money deposit for a period of the extension, and in compliance with Clause 13 in all respects.

13. Earnest money deposit

13.1. The Tenderer shall furnish, as part of his tender, earnest money deposit in the amount as shown in column 4 of the Table of IFT for this particular work. This earnest money deposit shall be in favour of and may be in the form of Banker's cheque/ Demand draft/Pay Order, in .....payable at ..... or Cash or specified Small Savings Instruments13pledged to ....

13.2. Instruments having fixed validity issued as earnest money deposit for the tender shall be valid for 45 days beyond the validity of the tender.

13.3 Any tender not accompanied by an acceptable earnest money deposit and not secured as indicated in Sub-Clauses 13.1 and 13.2 above shall be rejected by the Employer as non-responsive.

13.4 The earnest money deposit of unsuccessful Tenderers will be returned within 30 days of the end of the tender validity period specified in Sub-Clause 12.1.

13.5 The earnest money deposit of the successful Tenderer will be discharged when the Tenderer has signed the Agreement and furnished the required Performance Security.

13.6 The earnest money deposit may be forfeited:

a) If the Tenderer withdraws the Tender after tender opening during the period of tender validity;
b) If the Tenderer does not accept the correction of the Tender Price, pursuant to Clause 24; or

c) in the case of a successful Tenderer, if the Tenderer fails within the specified time limit to sign the Agreement; or furnish the required Security deposit

14. Format and signing of Tender

14.1 The Tenderer shall prepare one original and a copy of the documents comprising the Tender as described in Clause 10 of these Instructions to Tenderers, and clearly marked "ORIGINAL" and "COPY" as appropriate. In the event of discrepancy between them, the original shall prevail.

14.2 The original and a copy of the Tender shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Tenderer. All pages of the tender where entries or amendments have been made shall be initialled by the person signing the tender

14.3 The Tender shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Tenderer, in which case such corrections shall be initialled by the person signing the Tender.

D. Submission of Tenders

15. Sealing and marking of tenders

15.1 Submitted through e-procurement portal.

15.2 Submitted through e-procurement portal.

15.3 Deleted.

15.4 Deleted

16. Deadline for submission of the Tenders

16.1 Tenders must be received by the Employer at the address specified above no later than 24-01-2024 at 14.00hrs through Karnataka public procurement portal

16.2 The Employer may extend the deadline for submission of tenders by issuing an amendment in accordance with Clause 9, in which case all rights and obligations of the Employer and the Tenderers

previously subject to the original deadline will then be subject to the new deadline.

17. Late Tenders

17.1 Any Tender received by the Employer after the deadline prescribed in Clause 16 will be returned unopened to the Tenderer. Insert time and date; this should be the same as those given in the Invitation for Tenders.

18. Modification and Withdrawal of Tenders

18.1 Deleted.
18.2 Deleted.
18.3 Deleted.
18.4 Deleted.
1 8.5 Deleted.

E. Tender opening and evaluation

19. **Opening of First Cover of all Tenders and evaluation to determine qualified Tenderers:**

19.1 The Employer will open the First Covers of all the Tenders received, in the presence of the Tenderers or their representatives who choose to attend on 25-01-2024 at 15.00 hours on the date and the place specified in Clause 16. In the event of the specified date of Tender opening being declared a holiday for the Employer, the Tenders will be opened at the appointed time and location on the next working day.

19.2 Deleted.

19.3 The Tenderers names, the presence or absence of earnest money deposit (amount, format and validity), the submission of qualification information and such other information as the Employer may consider appropriate will be announced by the Employer at the opening.

19.4 The Employer shall prepare minutes of the Tender opening, including the information disclosed to those present in accordance with Sub-Clause 19.3.

19.5 Deleted.

19.6 The Employer will evaluate and determine whether each tender (a) meets the eligibility criteria defined in ITT Clause 2; (b) is accompanied by the required earnest money deposit as per

stipulations in ITT Clause and (c) meets the minimum qualification criteria stipulated in ITT Clause 3. The Employer will draw out a list of qualified Tenderers.[16]

20. Opening of Second Cover of qualified Tenderers and evaluation:

20.1 Deleted.

20.2 Deleted.

20.3 Deleted.

20.4 Deleted.

21. Process to be confidential

21.1 Information relating to the examination, clarification, evaluation, and comparison of Tenders and recommendations for the award of a contract shall not be disclosed to Tenderers or any other persons not officially concerned with such process until the award to the successful Tenderer has been announced. Any effort by a Tenderer to influence the Employer's processing of Tenders or award decisions may result in the rejection of his Tender.

22 Clarification of Tenders

22.1 To assist in the examination, evaluation, and comparison of Tenders, the Employer may, at his discretion, ask any Tenderer for clarification of his Tender, including breakdowns of unit rates. The request for clarification and the response shall be in writing or by cable, but no change in the price or substance of the Tender shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the Tenders in accordance with Clause 24.

22.2 Subject to sub-clause 22.1, no Tenderer shall contact the Employer on any matter relating to its Tender from the time of the Tender opening to the time the contract is awarded. If the Tenderer wishes to bring additional information to the notice of the Employer, it should do so in writing.

22.3 Any effort by the Tenderer to influence the Employer in the Employer’s Tender evaluation, Tender comparison or contract award decisions may result in the rejection of the Tenderers’ Tender.

23. Examination of Tenders and determination of responsiveness

23.1 Prior to the detailed evaluation of Tenders, the Employer will determine whether each Tender; (a) has been properly signed; and; (b) is substantially responsive to the requirements of the Tender documents.

23.2 A substantially responsive Tender is one which conforms to all the terms, conditions, and specifications of the Tender documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Works; (b) which limits in any substantial way, inconsistent with the Tender documents, the Employer's rights or the Tenderer's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other Tenderers presenting substantially responsive Tenders.

23.3 If a Tender is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

24. Correction of errors

24.1 Tenders determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:

(a) where there is a discrepancy between the rates in figures and in words, the lower of the two will govern[17]; and

(b) where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

24.2 The amount stated in the Tender will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Tenderer, shall be considered as binding upon the Tenderer. If the Tenderer does not accept the corrected amount the Tender will be rejected, and the earnest money deposit may be forfeited in accordance with Sub-Clause 13.6 (b).

25. Evaluation and comparison of Tenders

25.1 The Employer will evaluate and compare only the Tenders determined to be substantially responsive in accordance with Clause 23.

25.2 In evaluating the Tenders, the Employer will determine for each Tender the evaluated Tender Price by adjusting the Tender Price as follows:

(a) making any correction for errors pursuant to Clause 24; and

(b) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with Sub Clause 18.5.

25.3 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors which are in excess of the requirements of the Tender documents or otherwise result in unsolicited benefits for the Employer shall not be taken into account in Tender evaluation.

25.4 The estimated effect of the price adjustment conditions under Clause 41 of the Conditions of Contract, during the implementation of the Contract, will not be taken into account in tender Evaluation

25.5 If the tender of the successful tenderer is seriously unbalanced in relation to the Employer's estimate of the cost of the work to be performed under the contract, the Employer may require the Tenderer to produce detailed price analyses for any or all items of the Bill of Quantities, to demonstrate the internal consistency of those prices with the construction methods and schedule proposed. After evaluation of the price analyses, the Employer may require that the amount of the performance security set forth in Clause 29 be increased at the expense of the successful Tenderer to a level sufficient to protect the Employer against financial loss in the event of default of the successful under the contract.

F. Award of Contract

26. Award criteria

26.1 Subject to Clause 27, the Employer will award the Contract to the Tenderer whose Tender has been determined to be substantially responsive to the Tender documents and who has offered the lowest evaluated Tender Price, provided that such Tenderer has been

determined to be (a) eligible in accordance with the provisions of Clause 2, and (b) qualified in accordance with the provisions of Clause 3.

27. Employer's right to accept any Tender and to reject any or all Tenders

27.1 Notwithstanding Clause 26, the Employer reserves the right to accept or reject any Tender, and to cancel the Tender process and reject all Tenders, at any time prior to the award of Contract, without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the grounds for the Employer's action.

28. Notification of award and signing of Agreement

28.1 The Tenderer whose Tender has been accepted will be notified of the award by the Employer prior to expiration of the Tender validity period by cable, telex, e-mail or facsimile confirmed by registered letter. This letter (hereinafter and in the *Conditions of* Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Contractor in consideration of the execution, completion, and maintenance of the Works by the Contractor as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").

28.2 The notification of award will constitute the formation of the Contract, subject only to the furnishing of Security deposit in accordance with the provisions of Clause 29.

28.3 The Agreement will incorporate all agreements between the Employer and the successful Tenderer. It will be kept ready for signature of the successful Tenderer in the office of Employer within 30 days following the notification of award along with the Letter of Acceptance. Within 20 days of receipt, the successful Tenderer will sign the Agreement and deliver it to the Employer.

28.4 Upon the furnishing by the successful Tenderer of the Performance Security, the Employer will promptly notify the other Tenderers that their Tenders have been unsuccessful.

29. Security deposit

29.1 Within 20 days of receipt of the Letter of Acceptance, the successful Tenderer shall deliver to the Employer a Security deposit in any of

the forms given below for an amount equivalent to 5% of the Contract price plus additional security for unbalanced tenders in accordance with Clause 25.5 of ITT and Clause 44 of the Conditions of Contract. :

- Cash or
- Banker's cheque/Demand draft,/Pay Order in favour of ..... payable at..... or

- A bank guarantee in the form given in Section 10; or
- Specified Small Savings Instruments pledged to .....

29.2 If the security deposit is provided by the successful Tenderer in the form of a Bank Guarantee, it shall be issued either by a Nationalized/Scheduled bank.

29.3 The security deposit if furnished in cash or demand draft can, if requested, be converted to interest bearing securities at the cost of the contractor.

29.4 Failure of the successful Tenderer to comply with the requirements of Sub-Clause 29.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Earnest money deposit.

30 Advance Payment and Security:

30.1 Deleted.

31. Corrupt or Fraudulent practices

31.1 The GOK requires that the Tenderers/Suppliers/Contractors, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, GOK :

(a) will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

(b) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a GOK contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a GOK contract.

31.2 Furthermore, Tenderers shall be aware of the provision stated in sub-clause 50.2 of the Conditions of Contract.

SECTION 3: QUALIFICATION INFORMATION

(Shall be filled and uploaded through E-procurement portal)

The following form is to be downloaded, particulars are to be filled, scanned & uploaded by the Tenderer. The information to be filled in by the Tenderer hereunder will be used for purposes of computing Tender capacity as provided for in Clause 3 of the Instructions to Tenderers. This information will not be incorporated in the Contract.

1.1 Constitution or legal status of Tenderer [Attach copy]
Place of Registration _____
(Attach Copy)
Principal place of business: _____

1.2 a. Total value of **Website** maintained and payments received in the last five years (in Lakh)

2018 – 19 _____
2019 – 20 _____
2020– 21 _____
2021 – 22_____
2022 – 23 _____

b. Total value of **Complaint Management System** operated and maintained and payments received in the last five years (in Lakh)

2018 – 19 _____
2019 – 20 _____
2020– 21 _____
2021 – 22 _____
2022 – 23_____

1.3 Work performed as Prime Contractor (in the same name) on works of similar nature over during the five years specified in 1.2 above.

Project Name	Name of Employer	Description of Work	Contract Number	Value of contract Rs. Lakh	Date of issue of work	Specified period of completion	Actual date of completion	Remarks explaining reasons for delay in

					order			completion of work
1	2	3	4	5	6	7	8	9

1.4 Quantities of work executed as prime contractor (in the same name) during the last five years specified in 1.2 above: [to support the qualification criteria in ITT clause 3]

Year	Name of Work	Name of Employer	Quantity of work performed (nos)		Remarks (Indicate contract reference)
			Website maintenance, hosting, upgradation	Maintenance and operation of call center	
2018-19					
2019-20					
2020–21					
2021–22					
2022–23					

1.5 Information on works for which Tenders have been submitted and works which are yet to be completed as on the date of this Tender.

(A) Existing commitments and on-going works:

Description of Work	Place& State	Contract No. & Date	Name and Address of	Value of Contract	Stipulated period of completi	Value of works remaining to be	Anticipated date of completi

			Employer	(Rs. Lakh)	on	completed (Rs. Lakh)	on
1	2	3	4	5	6	7	8

(B) Works for which Tenders already submitted:

Description of Work	Place & State	Name and Address of Employer	Estimated value of works (Rs. Lakh)	Stipulated Date period of completion	when decision is expected	Remarks if any
1	2	3	4	5	6	7

1.6. The following items of equipment are considered essential for successfully carrying out the works. The Tenderer should furnish all the information listed below.

Item of Equipment	Requirement			Owned and available		Remarks
	No.	Capacity	Owned	Number/ Capacity	Age/ Condition	

1.7 Reports on the financial standing of the tenderer, such as profit and loss statements and auditor’s reports for the last five years;

1.8 Qualification and experience of the key technical and management personnel in permanent employment with the tenderer and those that are proposed to be deployed on this contract, if awarded.

1.9. Name, address, and telephone, telex, and fax numbers of the Tenderers' bankers who may provide references if contacted by the Employer.

1.10 Evidence of access to financial resources to meet the qualification requirement specified in ITT Clause3.3 (b): Cash in hand, Letter of

Credit etc. List them below and attach certificate from the Banker in the suggested format as under:

Prequalification Criteria

Sr. No	**Eligibility Criteria**	**Supporting Documents to be furnished.**
1	Bidder should be a registered legal entity in India.	Certificate of Incorporation
2	The bidder should have an operating office in Bangalore. The office should be functional during the entire course of the project including maintenance period.	Office Address to be provided with proof
3	Bidder should not be an entity which has been blacklisted by Government as on the bid submission date	Self-Declaration Certificate
4	The lead bidder should be ISO 9001-2015, ISO 27001-2013, ISO 27701 with latest amendments certified	Copy of valid Certificate

BANKER'S CERTIFICATE

This is to certify that M/s. ..... is a reputed company with a good financial standing. If the contract for this work, namely ..... (*name of the work)* is awarded to the above firm, we shall be able to provide overdraft/credit facilities to the extent of Rs. ..... to meet the working capital requirements for executing the above contract

-- Sd. --

Name of the Bank
Senior Bank Manager
Address of the Bank

SECTION 4:
[This letter to be produced in the firms letter head duly signed by authorized signatory]
FORMS OF TENDER, LETTER OF ACEPTANCE, NOTICE TO PROCEED WITH THE WORK AND AGREEMENT FORM

Form of Tender

Description of the Works: Work of Comprehensive Operation and Maintenance of Call Center (24x7) and website for 3 years.

To ,
The Chief Engineer(D & QA)
Bangalore Water Supply & Sewerage Board
9th floor, Cauvery Bhavan,
K.G.Road,
Bangalore -560009

GENTLEMEN,

We offer to execute the Works described above in accordance with the Conditions of Contract accompanying this Tender for the Contract Price uploaded for this tender to be opened after qualification.

This Tender and your written acceptance of it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any tender you receive.

The advance payment required is Rs…….

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We hereby confirm that this Tender complies with the Tender validity and Earnest money deposit required by the Tender documents.

We attach herewith our current income-tax clearance certificate.

Yours faithfully,
Authorized Signature:
Name & Title of Signatory:

_____

Name of Tenderer _____
Address: ----------

NOTE: This form shall be download, filled and printed on the Company letter head, signed, Scanned and uploaded. Failure to furnish the signed copy will lead to Non-Responsive Tender.

Letter of Acceptance

(Letterhead paper of the Employer)
_____ [date]

To:

_____
[name and address of the Contractor]

Dear Sirs,

This is to notify you that your Tender dated _____ for execution of the _____ _____ [name of the contract and identification number, as given in the Instructions to Tenderers] for the Contract Price of Rupees —— _____ (_____) [amount in words and figures], as corrected and modified in accordance with the Instructions to Tenderers is hereby accepted by our Agency.

You are hereby requested to furnish Security deposit plus additional security for unbalanced tenders in terms of Clause 25.5 of ITT, in the form detailed in Clause 29.1 of ITT for an amount of Rs.——————— within 20 days of the receipt of this letter of acceptance valid up to 30 days from the date of expiry of Defects Liability Period i.e. up to ..... and sign the contract, failing which action as stated in Para 29.4 of ITT will be taken.

Yours faithfully,

Authorized Signature
Name and Title of Signatory
Name of Agency

Issue of Notice to proceed with the work

(Letterhead of the Employer)
——————— (date)
To
————————————————— (name and address of the Contractor)
—————————————————
—————————————————

Dear Sirs:

Pursuant to your furnishing the requisite security deposit as stipulated in ITT Clause 29.1 and signing of the contract agreement for the construction of ————————[name of the contract] a Tender Price of Rs. ————————, you are hereby instructed to proceed with the execution of the said works in accordance with the contract documents.

Yours faithfully,

(Signature, name and title of signatory authorized to sign on behalf of Employer)

Agreement No.

Agreement Form

This agreement, made the _____day of _____20_____, between_____ _____[name and address of Employer] (hereinafter called "the Employer") of the one part and _____ _____ _____ _____ __ _____[name and address of contractor] (hereinafter called "the Contractor") of the other part.

Whereas the Employer is desirous that the Contractor execute _____ _____ _____ _____[name and identification number of Contract] (hereinafter called "the Works") and the Employer has accepted the Tender by the Contractor for the execution and completion of such Works and the remedying of any defects therein at a contract price of Rupees.....

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to, and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the Contract.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying the defects wherein the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
4. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:

i) Letter of Acceptance;
ii) Notice to proceed with the works;
iii) Contractor's Tender;
iv) Contract Data;
v) Conditions of contract (including Special Conditions of Contract);
vi) Specifications;
vii) Drawings;
viii) Bill of Quantities; and
ix) Any other document listed in the Contract Data as forming part of the contract.

In witness whereof the parties thereto have caused this Agreement to be executed the day and year first before written.

The Common Seal of _____
was hereunto affixed in the presence of:
Signed, Sealed and Delivered by the said
_____
_____
___

in the presence of:
Binding Signature of Employer
_____
Binding Signature of Contractor
_____

SECTION 5: CONDITIONS OF CONTRACT

Table of Contents

		Page No.
A. General		
1.	Definitions	21
2.	Interpretation	21
3.	Law governing contract	22
4.	Employers decisions	22
5.	Delegation	22
6.	Communications	22
7.	Subcontracting	22
8.	Other Contractors	22
9.	Personnel	22
10.	Employer’s and Contractor’s risks	22
11.	Employer’s risks	22
12	Contractor’s risks	23
13.	Insurance	23
14.	Site Investigation Report	23
15	Query about Contract Data	23
16	Contractor to construct the Works	23
17.	The Works to be completed by Intended Completion Date	23
18	Approvals by the Employer	24
19.	Safety	24
20.	Discoveries	24
21.	Possession of the Site	24
22.	Access to the Site	24
23.	Instructions	24
24.	Procedure for resolution of disputes	24
B.	**Time Control**	
25.	Program	24
26.	Extension of the Intended Completion Date	25
27.	Delays ordered by the Employer	25
28.	Management meetings	25
C.	**Quality Control**	
29.	Identifying defects	25
30.	Tests	25

31. Correction of defects 25
32. Uncorrected defects 25

D. Cost Control

33 Bill of Quantities (BOQ) 26
34 Variations 26
35. Payment for Variations 26
36. Submission of bills for payment 27
37 Payments 27
38. Compensation events 27
39. Tax 27
40 Price Adjustment 27
41. Liquidated damages 28
42. Advance Payments 28
43. Securities 28
44. Cost of repairs 29

E. Finishing of Contract

45. Completion 29
46. Taking Over 29
47. Final account 29
48. As built drawings and/or Operating and Maintenance Manuals 29
49. Termination 29
50 Payment upon termination 30
51. Property 30
52. Release from performance 30

F. Special Conditions of Contract 31

Conditions of Contract

A. General

1. Definitions

1.1 Terms which are defined in the Contract Data are not also defined in the Conditions of Contract but keep their defined meanings. Bold letters are used to identify defined terms.

Bill of Quantities means the priced and completed Bill of Quantities forming part of the Tender.

Compensation events are those defined in Clause 38 hereunder.

The **Completion Date** is the date of completion of the Works as certified by the Employer in accordance with Sub Clause 46.1.

The **Contract** is the contract between the Employer and the Contractor to execute, complete and maintain the Works. It consists of the documents listed in Clause 2.2 below. The **Contract Data** defines the documents and other information which comprise the Contract.

The **Contractor** is a person or corporate body whose Tender to carry out the Works has been accepted by the Employer. The **Contractor's Tender** is the completed Tender document submitted by the Contractor to the Employer.

The **Contract price** is the price stated in the Letter of Acceptance and thereafter as adjusted in accordance with the provisions of the Contract. **Days** are calendar days; **months** are calendar months. A **Defect** is any part of the Works not completed in accordance with the Contract. The **Defects liability period** is the period named in the Contract Data and calculated from the Completion Date.

The **Employer** is the party who will employ the Contractor to carry out the Works.

Equipment is the Contractor's machinery and vehicles brought temporarily to the Site to construct the Works.

The **Initial Contract price** is the Contract Price listed in the Employer's Letter of Acceptance.

The **Intended Completion Date** is the date on which it is intended that the Contractor shall complete the Works. The Intended Completion Date is specified in the Contract Data. The Intended Completion Date may be revised only by the Employer by issuing an extension of time.

Materials are all supplies, including consumables, used by the contractor for incorporation in the Works.

Plant is any integral part of the Works which is to have a mechanical, electrical, electronic or chemical or biological function.
The **Site** is the area defined as such in the Contract Data.
Specification means the Specification of the Works included in the Contract and any modification or addition made or approved by the Employer.

The **Start Date** is given in the Contract Data. It is the date when the Contractor shall commence execution of the works. It does not necessarily coincide with any of the Site Possession Dates.
A **Subcontractor** is a person or corporate body who has a Contract with the Contractor to carry out a part of the work in the Contract which includes work on the Site.
A **Variation** is an instruction given by the Employer which varies the Works.
The **Works** are what the Contract requires the Contractor to construct, install, and turn over to the Employer, as defined in the Contract Data.

2. Interpretation

2.1 In interpreting these Conditions of Contract, singular also means plural, male also means female or neuter, and the other way around. Headings have no significance. Words have their normal meaning under the language of the Contract unless specifically defined. The Employer will provide instructions clarifying queries about the Conditions of Contract.

2.2 The documents forming the Contract shall be interpreted in the following order of priority:

(1) Agreement
(2) Letter of Acceptance, notice to proceed with the works
(3) Contractor's Tender
(4) Contract Data
(5) Conditions of Contract
(6) Specifications
(7) Drawings
(8) Bill of quantities and
(9) any other document listed in the Contract Data as forming part of the Contract.

3. Law governing contract

3.1 The law governing the Contract is the Laws of India supplanted by the Karnataka Local Acts.

4. Employer's decisions

4.1 Except where otherwise specifically stated, the Employer will decide contractual matters between the Employer and the Contractor .

5. Delegation

5.1 The Employer may delegate any of his duties and responsibilities to other people after notifying the Contractor and may cancel any delegation after notifying the Contractor.

6. Communications

6.1 Communications between parties which are referred to in the conditions are effective only when in writing. A notice shall be effective only when it is delivered (in terms of Indian Contract Act).

7. Subcontracting

7.1 The Contractor may subcontract with the approval of the Employer but may not assign the Contract without the approval of the Employer in writing. Subcontracting does not alter the Contractor's obligations.

8. Other Contractors

8.1 The Contractor shall cooperate and share the Site with other contractors, public authorities, utilities, and the Employer.

9. Personnel

9.1 The Contractor shall employ the technical personnel (of number and qualifications) as may be stipulated by GOK from time to time during the execution of the work. The technical staff so employed shall be available at site as may be stipulated by the Employer.

9.2 If the Employer asks the Contractor to remove a person who is a member of the Contractor’s staff or his work force stating the reasons, the Contractor shall ensure that the person leaves the Site

within seven days and has no further connection with the work in the Contract.

10. Employer’s and Contractor's risks

10.1 The Employer carries the risks which this Contract states are Employer’s risks, and the Contractor carries the risks which this Contract states are Contractor’s risks.

11. Employer's risks

11.1 The Employer is responsible for the excepted risks which are:

(a) rebellion, riot commotion or disorder unless solely restricted to employees of the Contractor or his Sub-Contractors arising from the conduct of the Works; or

(b) a cause due solely to the design of the Works, other than the Contractor’s design; or

(c) any operation of the forces of nature (in so far as it occurs on the Site) which an experienced contractor:

(i) could not have reasonably foreseen; or

(ii) could reasonably have foreseen, but against which he could not reasonably have taken at least one of the following measures;

(A) prevent loss or damage to physical property from occurring by taking appropriate measures or

(B) insure against such loss or damage

12. Contractor’s risks

12.1 All risks of loss of or damage to physical property and of personal injury and death which arise during and in consequence of the performance of the Contract other than the excepted risks are the responsibility of the Contractor.

13. Insurance:

13.1 The Contractor shall prior to commencing the works, effect and thereafter maintain insurances , in the joint names of the Employer and the Contractor, (cover from the first working day after the Start Date to the end of Defects Liability Period), in the amounts stated in the Contract Data :

(a) for loss of or damage to the Works, Plants and Materials and the Contractor's equipment;
(b) for liability of both Parties for loss, damage, death and injury to third parties or their property arising out of the Contractor's performance of the Contract including the Contractor's liability for damage to the Employer's property other than the Works and
(c) for liability of both Parties and of any Employer's representative for death and injury to the Contractor's personnel except to the extent that liability arises from the negligence of the Employer, any Employer's representative or their Employees.

13.2 Policies and certificates for insurance shall be delivered by the Contractor to the Employer for his approval before the Start Date. All such insurance shall provide for compensation to be payable to rectify the loss or damage incurred. All payments received from insurers relating to loss or damage shall be held jointly by the Parties and used for the repair of the loss or damage or as compensation for loss or damage that is not to be repaired.

13.3 If the Contractor fails to effect or keep in force any of the insurances referred to in the previous sub-clauses or fails to provide satisfactory evidence, policies or receipts, the Employer may without prejudice to any other right or remedy, effect insurance for the cover relevant to such default and pay the premiums due and recover the same as a deduction from any other monies due to the Contractor. If no payments is due, the payment of the premiums shall be a debt due.

13.4 Alterations to the terms of insurance shall not be made without the approval of the Employer.

13.5 Both Parties shall comply with any conditions of the insurance policies.

14. Site Investigation Reports:

14.1 The Contractor, in preparing the tender, shall rely on any site investigation reports referred to in the Contract data, supplemented by any information available to the Tenderer.

15. Queries about the Contract Data

15.1 The Employer will clarify queries on the Contract Data.

16. Contractor to construct the Works

16.1 Deleted.

17. The Works to be completed by the Intended Completion Date

17.1 The Contractor may commence execution of the Works on the Start Date and shall carry out the Works in accordance with the program submitted by the Contractor, as updated with the approval of the Employer, and complete them by the Intended Completion Date.

18. Approval by the Employer:

18.1 The Contractor shall submit design of CMS tool and BWSSB Website, all software application integration, different report formats (daily, weekly and monthly) to the Employer, who is to approve them if they comply with the Specifications

18.2 The Contractor shall be responsible for the design of clause 18.1

18.3 The Employer’s approval shall not alter the Contractor’s responsibility for design of clause 18.1.

18.4 Deleted.

18.5 Deleted.

19. Safety

19.1 The Contractor shall be responsible for the safety of all activities on the Site.

20. Discoveries

20.1 Anything of historical or other interest or of significant value unexpectedly discovered on the Site is the property of the Employer. The Contractor is to notify the Employer of such discoveries and carry out the Employer's instructions for dealing with them.

21. Possession of the Site

21.1 The Employer shall give possession of all parts of the Site to the Contractor. If possession of a part is not given by the date stated in the Contract Data the Employer is deemed to have delayed the start of the relevant activities and this will be Compensation Event.

22. Access to the Site

22.1 The Contractor shall allow the Employer and any person authorized by the Employer access to the Site, to any place where work in connection with the Contract is being carried out or is intended to be carried out and to any place where materials or plant are being manufactured / fabricated / assembled for the works.

23. Instructions

23.1 The Contractor shall carry out all instructions of the Employer which comply with the applicable laws where the Site is located.

24. Procedure for resolution of Disputes:

24.1 If the Contractor is not satisfied with the decision taken by the Employer, the dispute shall be referred by either party to Arbitration within 30 days of the notification of the Employer’s decision.

24.2 If neither party refers the dispute to Arbitration within the above 30 days, the Employer’s decision will be final and binding.

24.3 The Arbitration shall be conducted in accordance with the arbitration procedure stated in the Special Conditions of Contract.

B. Time Control

25. Program

25.1 Within the time stated in the Contract Data the Contractor shall submit to the Employer for approval a Program showing the general methods, arrangements, order, and timing for all the activities in the Works.

25.2 The Employer's approval of the Program shall not alter the Contractor's obligations. The Contractor may revise the Program and submit it to the Employer again at any time. A revised Program is to show the effect of Variations and Compensation Events.

26. Extension of the Intended Completion Date

26.1 The Employer shall extend the Intended Completion Date if a Compensation Event occurs or a Variation is issued which makes it impossible for Completion to be achieved by the Intended Completion Date.

26.2 The Employer shall decide whether and by how much to extend the Intended Completion Date within 21 days of the Contractor asking the Employer for a decision upon the effect of a Compensation Event or Variation and submitting full supporting information.

27. Delays ordered by the Employer

27.1 The Employer may instruct the Contractor to delay the start or progress of any activity within the Works.

28. Management meetings

28.1 The Employer may require the Contractor to attend a management meeting. The business of a management meeting shall be to review the progress achieved and the plans for remaining work.

28.2 The responsibility of the parties for actions to be taken is to be decided by the Employer either at the management meeting or after the management meeting and stated in writing to be distributed to all who attended the meeting.

C. Quality Control

29. Identifying defects

29.1 The Employer shall check the Contractor's work and notify the Contractor of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Employer may instruct the Contractor to search for a Defect and to uncover and test any work that the Employer considers may have a Defect

30. Tests

30.1 If the Employer instructs the Contractor to carry out a test not specified in the Specification to check whether any work has a Defect and the test shows that it does, the Contractor shall pay for

the test and any samples. If there is no Defect the test shall be a Compensation Event.

31. Correction of defects

31.1 The Employer shall give notice to the Contractor of any Defects before the end of the Defects Liability Period, which begins at Completion and is defined in the Contract Data. The Defects Liability Period shall be extended for as long as Defects remain to be corrected.

31.2 Every time notice of a Defect is given, the Contractor shall correct the notified Defect within the length of time specified by the Employer's notice.

32. Uncorrected defects

32.1 If the Contractor has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, and the Contractor will pay this amount.

D. Cost Control

33. Bill of Quantities (BOQ)

33.1 The BOQ shall contain items for the operation and Maintenance work to be done by the Contractor.

33.2 The BOQ is used to calculate the Contract Price. The Contractor is paid for the quantity of the work done at the rate in the BOQ for each item

34. Variations

34.1 The Employer shall have power to order the Contractor to do any or all of the following as considered necessary or advisable during the progress of the work by him

(a) Increase or decrease of any item of work included in the Bill of Quantities (BOQ);

(b) Omit any item of work;

(c) Change the character or quality or kind of any item of work;

(d) Change the levels, lines, positions and dimensions of any part of the work;

(e) Execute additional items of work of any kind necessary for the completion of the works; and

(f) Change in any specified sequence, methods or timing of construction of any part of the work. 34.2 The Contractor shall be bound to carry out the work in accordance with any instructions in this connection, which may be given to him in writing by the Employer and such alteration shall not vitiate or invalidate the contract.

34.3 Variations shall not be made by the Contractor without an order in writing by the Employer, provided that no order in writing shall be required for increase or decrease in the quantity of an item appearing in the BOQ so long as the work executed conforms to the approved drawings.

34.4 The Contractor shall promptly request in writing the Employer to confirm verbal orders and if no such confirmation is received within 15 days of request, it shall be deemed to be an order in writing by the Employer.

35. Payments for Variations

35.1 Payment for increase in the quantities of an item in the BOQ up to 25% of that provided in the Bill of Quantities shall be made at the rates quoted by the Contractor.

35.2 For quantities in excess of 125% of the tendered quantity of an item as given in the BOQ, the Contractor shall be paid at the rate entered in or derived from in the Schedule of Rates (applicable for the area of the work and current at the time of award of contract) plus or minus the overall percentage of the original tendered rates over the current Schedule of Rates prevalent at the time of award of contract.

35.3 If there is no rate for the additional, substituted or altered item of the work in the BOQ, efforts would be made to derive the rates from those given in the BOQ or the Schedule of Rates (applicable for the area of the work and current at the time of award of contract) and if found feasible the payment would be made at the derived rate for the item plus or minus the overall percentage of the original tendered rates over the current Schedule of Rates prevalent at the time of award of contract

35.4 If the rates for additional, substituted or altered item of work cannot be determined either as at 35.1 or 35.2 or 35.3 above, the Contractor shall be requested to submit his quotation for the items supported by analysis of the rate or rates claimed, within 7 days.

35.5 If the Contractor's quotation is determined unreasonable, the Employer may order the Variation and make a change to the Contract Price which shall be based on Employer’s own forecast of the effects of the Variation on the Contractor's costs.

35.6 If the Employer decides that the urgency of varying the work would prevent a quotation being given and considered without delaying the work, no quotation shall be given and the Variation shall be treated as a Compensation Event.

35.7 Under no circumstances the Contractor shall suspend the work on the plea of non-settlement of rates for items falling under this Clause.

36. Submission of bills for payment

36.1 The Contractor shall submit to the Employer monthly bills of the value of the work completed less the cumulative amount paid previously.

36.2 The Employer shall check the Contractor's bill and determine the value of the work executed which shall comprise of (i) value of the quantities of the items in the BOQ completed and (ii) valuation of Variations and Compensation Events.

36.3 The Employer may exclude any item paid in a previous bill or reduce the proportion of any item previously paid in the light of later information.

37. Payments

37.1 Payments shall be adjusted for deductions for advance payments, other recoveries in terms of the contract and taxes, at source, as applicable under the law. The Employer shall pay the Contractor the within 60 days of submission of bill.

37.2 Items of the Works for which no rate or price has been entered in will not be paid for by the Employer and shall be deemed covered by other rates and prices in the Contract.

38. Compensation events

38.1 The following are Compensation events unless they are caused by the Contractor:

(a) The Employer does not give access to a part of the Site by the Site Possession Date stated in the Contract Data.

(b) The Employer orders a delay or does not issue drawings, specifications or instructions required for execution of works on time.

(c) The Employer instructs the Contractor to uncover or to carry out additional tests upon work which is then found to have no Defects.
(d) The Employer gives an instruction for dealing with an unforeseen condition, caused by the Employer, or additional work required for safety or other reasons.
(e) The effect on the Contractor of any of the Employer's Risks.
(f) The Employer unreasonably delays issuing a Certificate of Completion.
(g) Other Compensation Events listed in the Contract Data or mentioned in the Contract.

38.2 If a Compensation Event would cause additional cost or would prevent the work being completed before the Intended Completion Date, the Contract Price shall be increased and/or the Intended Completion Date is extended. The Employer shall decide whether and by how much the Contract Price shall be increased and whether and by how much the Intended Completion Date shall be extended.

38.3 As soon as information demonstrating the effect of each Compensation event upon the Contractor's forecast cost has been provided by the Contractor, it is to be assessed by the Employer and the Contract Price shall be adjusted accordingly. If the Contractor's forecast is deemed unreasonable, the Employer shall adjust the Contract Price based on Employer's own forecast. The Employer will assume that the Contractor will react competently and promptly to the event.

38.4 The Contractor shall not be entitled to compensation to the extent that the Employer's interests are adversely affected by the Contractor not having given early warning or not having cooperated with the Employer.

39. Tax

39.1 The rates quoted by the Contractor shall be deemed to be inclusive of the sales and other taxes that the Contractor will have to pay for the performance of this Contract. The Employer will perform such duties in regard to the deduction of such taxes at source as per applicable law.

40. Price Adjustment:

40.1 Deleted.

41. Liquidated damages

41.1 The Contractor shall pay liquidated damages to the Employer at the rate per day stated in the Contract Data for each day that the Completion Date is later than the Intended Completion Date (for the whole of the works or the milestone as stated in the Contract Data). The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Employer may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages does not affect the Contractor's liabilities.

41.2 If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment of bill.

42. Advance Payments:

42.1 Deleted.

43. Securities:[23]Refer GOK Order No.FD 59 Pro.Cell 2004, Bangalore Dated 26th November 2004

43.1 The Security deposit (including additional security for unbalanced tenders) shall be provided to the Employer no later than the date specified in the Letter of Acceptance and shall be issued in an amount and form and type of instrument acceptable to the Employer. The Security deposit shall be valid until a date 30 days from the date of expiry of Defects Liability Period and the additional security for29 unbalanced tenders shall be valid until a date 30 days from the date of issue of the certificate of completion.

44. Cost of Repairs:

44.1 Loss or damage to the Works or Materials to be incorporated in the Works between the Start Date and the end of the Defects Correction periods shall be remedied by the Contractor at the Contractor's cost if the loss or damage arises from the Contractor's acts or omissions.

E. Finishing the Contract

45. Completion

45.1 The Contractor shall request the Employer to issue a Certificate of Completion of the Works and the Employer will do so upon deciding that the Work is completed.

46. Taking over

46.1 The Employer shall take over the Site and the Works within seven days of issuing a certificate of Completion.

47. Final account

47.1 The Contractor shall supply to the Employer a detailed account of the total amount that the Contractor considers payable under the Contract before the end of the Defects Liability Period. The Employer shall issue a Defect Liability Certificate and certify any final payment that is due to the Contractor within 90 days of receiving the Contractor's account if it is correct and complete. If it is not, the Employer shall issue within 90 days a schedule that states the scope of the corrections or additions that are necessary. If the Final Account is still unsatisfactory after it has been resubmitted, the Employer shall decide on the amount payable to the Contractor and make payment within 60 days of receiving the Contractor’s revised account.

48. As built drawings and /or Operating and Maintenance Manuals

Deleted.

49. Termination

49.1 The Employer or the Contractor may terminate the Contract if the other party causes a fundamental breach of the Contract.

49.2 Fundamental breaches of Contract include, but shall not be limited to the following:

(a) the Contractor stops work for 45 days when no stoppage of work is shown on the current Program and the stoppage has not been authorized by the Employer;

(b) the Employer instructs the Contractor to delay the progress of the Works and the instruction is not withdrawn within 60 days;

(c) The Contractor becomes bankrupt or goes into liquidation other than for a reconstruction or amalgamation;

(d) a payment due to the Contractor is not paid by the Employer within 90 days of the date of the submission of the Bill by Contractor;

(e) the Employer gives Notice that failure to correct a particular Defect is a fundamental breach of Contract and the Contractor

fails to correct it within a reasonable period of time determined by the Employer;

(f) the Contractor does not maintain a security which is required;

(g) the Contractor has delayed the completion of works by the number of days for which the maximum amount of liquidated damages can be paid as defined in the Contract data; and

(h) if the Contractor, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in the executing the Contract.

For the purpose of this paragraph : "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Tenderers (prior to or after Tender submission) designed to establish Tender prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition."

49.3 When either party to the Contract gives notice of a breach of contract to the Employer for a cause other than those listed under Sub Clause 49.2 above, the Employer shall decide whether the breach is fundamental or not.

49.4 Notwithstanding the above, the Employer may terminate the Contract for convenience.

49.5 If the Contract is terminated the Contractor shall stop work immediately, make the Site safe and secure and leave the Site as soon as reasonably possible.

50. Payment upon Termination

50.1 If the Contract is terminated because of a fundamental breach of Contract by the Contractor, the Employer shall prepare bill for the value of the work done less advance payments received up to the date of the bill, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable law and less the percentage to apply to the work not completed as indicated in the Contract Data. Additional Liquidated Damages shall not apply. If the total amount due to the Employer exceeds any payment due to the Contractor the difference shall be a debt payable to the Employer.

50.2 If the Contract is terminated at the Employer's convenience or because of a fundamental breach of Contract by the Employer, the Employer shall prepare bill for the value of the work done, the reasonable cost of removal of Equipment, repatriation of the Contractor's personnel employed solely on the Works, and the Contractor's costs of protecting and securing the Works and less advance payments received up to the date of the certificate, less other recoveries due in terms of the contract, and less taxes due to be deducted at source as per applicable law and make payment accordingly.

51. Property

51.1 All materials on the Site, Plant, Equipment, Temporary Works and Works are deemed to be the property of the Employer, if the Contract is terminated because of a Contractor’s default.

52. Release from performance

52.1 If the Contract is frustrated by any event entirely outside the control of either the Employer or the Contractor the Employer shall certify that the Contract has been frustrated. The Contractor shall make the Site safe and stop work as quickly as possible after receiving this certificate and shall be paid for all work carried out before receiving it and for any work carried out afterwards to which commitment was made.

F. Special Conditions of Contract

1. Labour :

The Contractor shall, unless otherwise provided in the Contract, make his own arrangements for the engagement of all staff and labour, local or other, and for their payment, housing, feeding and transport.
The Contractor shall, if required by the Employer, deliver to the Employer a return in detail, in such form and at such intervals as the Employer may prescribe, showing the staff and the numbers of the several classes of labour from time to time employed by the Contractor on the Site and such other information as the Employer may require.

2. Compliance with labour regulations :

During continuance of the contract, the Contractor and his sub contractors shall abide at all times by all existing labour enactments and rules made there under, regulations, notifications and bye laws of

the State or Central Government or local authority and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the State or the Central Government or the local authority. The Contractor shall keep the Employer indemnified in case any action is taken against the Employer by the competent authority on account of contravention of any of the provisions of any Act or rules made there under, regulations or notifications including amendments. If the Employer is caused to pay or reimburse, such amounts as may be necessary to cause or observe, or for non-observance of the provisions stipulated in the notifications/bye laws/Acts/Rules/regulations including amendments, if any, on the part of the Contractor, Employer shall have the right to deduct any money due to the Contractor including his amount of security deposit. The Employer shall also have right to recover from the Contractor any sum required or estimated to be required for making good the loss or damage suffered by the Employer.

The employees of the Contractor and the Sub-Contractor in no case shall be treated as the employees of the Employer at any point of time.

3. Protection of Environment:

The contractor shall take all reasonable steps to protect the environment on and off the Site and to avoid damage or nuisance to persons or to property of the public or others resulting from pollution, noise or other causes arising as a consequence of his methods of operation. During continuance of the contract, the contractor and his sub -contractors shall abide at all times by all existing enactments on environmental protection and rules made there under, regulations, notifications and bye-laws of the State or Central Government, or local authorities and any other law, bye-law, regulations that may be passed or notification that may be issued in this respect in future by the State or Central Government or the local authority.

4. Arbitration (Clause 24)

4.1 The procedure for arbitration shall be as follows:

(a) In case of dispute or difference arising between the Employer and the Contractor relating to any matter arising out of or connected with this agreement it shall be settled in accordance with the Arbitration and Conciliation Act 1996. The disputes or differences shall be referred to a Sole Arbitrator. The Sole Arbitrator shall be

appointed by agreement between the parties; failing such agreement, by the Appointing Authority (any one of the Organizations as per list enclosed in Annexure)

(b) Arbitration proceedings shall be held at.....[31], Karnataka, India

(c) The cost and expenses of arbitration proceedings will be paid as determined by the Arbitrator. However the expenses incurred by each party in connection with the preparation, presentation, etc., shall be borne by each party itself.

(d) **Performance under the contract shall continue during the arbitration proceedings and payments due the Contractor by the Employer shall not be withheld, unless they are the subject matter of the arbitration proceedings.**

5. Contractor to Co-ordinate his Work with Other Contractors

5.1 The Contractor has to co-ordinate with the other concerned Contractors as already specified in Conditions of Contract for all such works as per the directions of Engineer in charge at no extra cost.

6. Continuation of Work:

6.1 In case of the death of a contractor after executing the agreement / commencement of the work, his legal heir, if any eligible registered contractor and willing, can execute and complete the work at the accepted tender rates irrespective of the cost of the work.

7. Manpower:

A Complaint Management System (Call Center 24 X 7) is already been setup in BWSSB, Bangalore. The Bidder shall nominated a person as the overall in-charge to monitor the activities of the CMS and Website.

Annexure:

LIST OF ORGANIZATIONS WHO ARE CONSIDERED AS APPOINTING AUTHORITY FOR APPOINTMENT OF ARBITRATORS

1. Indian Council of Arbitration, New Delhi;
2. International Center for Alternative Disputes Resolution (India);
3. Indian Roads Congress;
4. Indian Building Congress;
5. Indian Institute of Bridge Engineers;
6. Indian Institute of Public Health Engineers;
7. Institute of Water Works

SECTION 6: CONTRACT DATA

Items marked "N/A" do not apply in this Contract.

The following documents are also part of the Contract:	Clause Reference
• The Schedule of Operating and Maintenance Manuals for Complaint Management System and official Website.	[48]
• The Methodology and Program of Construction-N/A	[25]
• Site Investigation Reports-N/A	[14]
• The Schedule of Key and Critical Equipment to be deployed on the work as per agreed program of construction-N/A	[25]

The Employer is:

Name: Bangalore Water Supply and Sewerage Board represented by **Chief Engineer (Design & Quality Assurance)** [1.1]

Address: Bangalore Water Supply & Sewerage Board
9thFloor, Cauvery Bhavan,
K.G. Road, Bangalore 560009

Name of authorized Representative:	Chief Engineer (Design & Quality Assurance) Bangalore Water Supply & Sewerage Board 9th Floor, Cauvery Bhavan, K.G. Road, Bangalore 560009	[1.1]

The name and identification number of the Contract is : **Tender for the Work of Comprehensive Operation and Maintenance of Call Center (24x7) and website for 3 years.**

The Works involves Maintenance BWSSB Website and Complaint Management System (Call Center 24X 7) – operation and maintenance, complaints receiving from various channels and transferring to the concerned official, raising unique id, analysing etc.

The start date shall be the date of issue of notice to proceed with the work. [1.1]
The Intended Completion Date for the whole of the Works is **THREE Years**

Technical Specifications are the part of Contract Data
The Site is located at Bangalore 560009 and is defined in drawing [1.1]
The Defects Liability Period is 365 days after completion of contract [31]

The liquidated damages for the whole of the works are
Rs. ***0.1%*** per day of the contract value and that for the milestones are as under:

The maximum amount of liquidated damages for the whole of the works is ***ten*** percent of final contract price.

SECTION 7: SPECIFICATIONS

I. Technical Specification

1. General Conditions

(i) The bidder should be ISO 9001:2015, ISO 27001:2013, ISO 27701 certified with latest amendments.

(ii) The bidder will have to maintain a call center 24X7 in the BWSSB premises Bangalore for a period of 3 years.

(iii) The call center shall operate in three shifts in a day. Due arrangement should be made for weekly holidays and general holidays.

(iv) There shall not be any lady operator in Call Center in the night shift or on the general holidays.

(v) The call operators should have minimum one degree holder in each shift and should have excellent computer knowledge. All call center executive (CCE) should be fluent in Kannada and English.

(vi) The goal of this unit is to implement a central Customer Service system that will allow BWSSB to improve the customer satisfaction by:

(1) Streamlining the management of commercial and technical complaints.

(2) Having a unified and central view of the customer interaction with BWSSB.

(3) Giving feedback to customers about actions taken to resolve their queries.

(4) Measuring on a regular basis the satisfaction of the customers.

(x) The objectives of the Control Monitoring Unit (CMU) are:

(1) To develop a strategy covering all aspects of the relationship between the Customers and the BWSSB: the Customer Relation Management (CRM) strategy.

(2) To document and implement the standard processes (SOP) to be followed by all CCE's(Call Centre Executives) involved in Customer Service.

(3) To rollout a Complaint Management System (CMS) across BWSSB for all channels (walk in, telephone, email web site, social media etc.,). The foundation for this system could be the current complaint management system used in the call centre, after proper assessment is made.

(xi) The Key Results Areas of the Control Monitoring Unit (CMU) are:

- The Development of a Customer Relation Management (CRM) strategy for BWSSB.
- The definition and implementation of Customer Services Standard Operating Procedures (SOP) consistently across all channels within BWSSB.
- The rollout of a common Customer Service Management System supporting the SOPs.

- The monitoring of the performance of the organization in terms of customer contact management and complaints resolution.
- The definition and implementation of a complete and accurate Customer Service MIS.

(xii) The contract will be extended at the discretion of BWSSB with present contract rates.
(xii) The CMS operations should be as per rules of Department.

The Call Center Executive (CCE) should be able to

- Register Grievances and classify them based on the nature of Grievances cause of Grievances, location, etc
- Assign/Escalate the Grievances to concerned officer in BWSSB as per the assignment/escalation matrix.
- Update the complainant who has raised the Grievances through outbound call.
- Track the complaint for its status.
- The Team leaders will report to BWSSB officer in charge regarding any issues concern to call center, submit the reports as per BWSSB requirements and any other work assigned by the BWSSB.

The Scope of comprehensive maintenance includes following major responsibilities:

Website: BWSSB website content management. Uploading the documents and managing the content in website given by NIC as per requirements by the BWSSB.

Call Centre:

1. **Maintenance of existing Real time Dashboard**

    a. Show CCE's (Call Center Executive) status and status duration in real time with max time lag of 15 sec. Display CCE wise counts of calls made, data utilized etc.
    b. Real time dashboard is also available for CCE’s, where-in they can see the Calls in Queue, Total number of free CCE's, CCE’s on call, break, in preview/progressive and also a report where-in they could also see total number of dispositions they set for the whole day, their login hours, calling talk time.

2. **Infrastructure and Technology**

a. Bidder shall be responsible for providing premises duly equipped with requisite infrastructure like network connectivity, security systems, Biometric attendance system, CCTV etc.
b. Training to CCE's on Processes and Guidelines of BWSSB.
c. Scalability to accommodate additional resources, if so required by BWSSB at no extra cost.
d. Bidder shall maintain IVRS, Dialer and related hardware, software and network components for running the call center operations.
e. Bidder shall display up to date call details automatically (Number of call in each division, category of calls, no of complaints closed etc.,) in the LCD as instructed by BWSSB. This would display the data automatically with a pre-defined algorithm. The software will be provided by BWSSB.

3. Maintenance of existing Call Center Application(web application/mobile application):

a) Maintaining the software in existing form to ensure that it performs satisfactorily and smoothly.

b) Addition/Modification in Reports/Forms to incorporate new requirements/ functionality of changing business need/policy from time to time.
c) The software would maintain complete call history of all calls received at call center.
a. The ticket number shall be generated for all service requests, complaints and tracked till closure.
b. The tickets should be assigned to the respective engineer based on Division/Sub division/Service station/Area automatically based on the mappings provided by BWSSB
c. Separate logins are created to concerned engineers to view and close the complaints by themselves once completed, feedback will be received.
d. SMS will be sent to customer and engineer assigned with ticket number and all its details.
e. The CCE would be capturing all the relevant caller information in this for recording customer communication and should be integrated with required BWSSB applications, etc.
f. The bidder shall provide BWSSB with all the data of this application at the end of contract period and as and when required by BWSSB.
g. Any change in existing software/design/programming/source code required from time to time should be documented and delivered to BWSSB immediately.
h. The Bidder shall provide access for all the data of the application and reports to BWSSB. Bidder shall use the short code number (1916)

provided by BWSSB, currently it is operational in BWSSB HO and the same need to be maintained him.

i. Integration of existing application packages with other service providers as per the policy changes of BWSSB or state or central government, Up-gradation of applications and data porting if require and any other work as and when required related to database and application will be covered under AMC.

4. IVRS

a. It should be Cloud based VXML IVR system
b. Include speech recognition engine in order to support and interpret multiple languages including English.
c. Text to speech capability.
d. Provide an ease to configure system that enables users to change the IVR tree with no hard coding.
e. The IVR solution should be capable of capturing usage details of each customer as the customer traverses through the call. The IVR solution should have an interface through which usage details can be shared with other solutions.
f. The IVR must integrate with rest of the proposed solutions to provide seamless call center performance.
g. Bidder shall configure and implement the IVR product and dialer along with any required third party solutions to meet BWSSB’s requirements.
h. Bidder shall design the IVR tree structure in consultation and with approval of BWSSB. BWSSB may suggest changes and customization in IVR tree structure from time to time, which the bidder shall execute at no extra cost.
i. There shall also be a provision of ignoring the IVRS and directly landing the call with CCE's.
j. There shall be Provision for additional languages.
k. Bidder should be able to configure important messages/Adv. on IVR free of cost during the waiting period. The content and time periods for such messages/Adv shall be decided by BWSSB.
l. The feature of IVRS call waiting with music and message has to be provided.
m. IVR should be integrated with automated robo call to collect input from citizens in outbound call.
n. IVR should be used for citizen satisfaction surveys.
o. IVR should provide the caller the option of having an CCE'S return to their call instead of waiting in queue.

p. Pre-recorded IVR messages on holidays & off calling hours should be played. After calling hours, IVR flow should be designed to collect information from citizens/caller.
q. IVR should be a web based IVR solution. It should be customized from any browser. No separate hardware port should be required for IVR
r. The vendor should provide one time IVR recording tree based on the BWSSB specific requirements.

5. Computer Telephone Integration (CTI)

a. Should be able to integrate with call center solution.
b. It may be interfaced with core system of BWSSB to send/receive data which needs to be developed.
c. On transferring the call to another CCE, the screen too should be transferred to that CCE's screen.
d. The CTI must be capable of activating the fast dialing features of **Automatic Call Distributor (**ACD).
e. Call events should be handled from the system such as hold, retrieve hold, conference, transfer, etc.

6. Automatic Call Distributor (ACD):

Automatic Call Distributor **(**ACD) distributes incoming calls to CCE's as they are received. It should be pre-integrated with the IVR with the following features

a. Handle High Call volumes efficiently.
b. Provide the capability of combining data with the IVR menu system that can intelligently route calls requesting further assistance to a smart ACD.
c. Provide highly configurable system for adding/removing users, assigning users to different queues and defining skill sets.
d. Support skill based routing
e. Allow calls to be transferred within call center.
f. Support relaying of information messages to voice callers waiting in queues or on hold.
g. Skill based routing: Standard features like Call Transfer, Conference, Barge In, Dialled number identification sequence, Automatic number identification, caller line identification, etc.
h. System should be able to route the callers to CCE's .
i. System should announce the queue waiting time for the caller before getting attended by the CCE.

7. Voice Logger

Call /contact centre solution should come with an inbuilt voice logger, which can be used to do a blanket recording for a campaign, or the recording facility can be given to each agent in a campaign. The solution should provide a complete quality tool for the quality team to analyse and do grading and reporting of the voice calls.

Major Highlights of Voice Logger:

a. Blanket recording of calls across all campaigns
b. 100% recording of voice interactions
c. Sound files should be searched on the basis of date, time, length of file, dispositions, citizen phone number, agent id, campaign etc.
d. Sound files should be archived and downloaded from the admin UI
e. Sound files should be played in the browser itself
f. Automatic Backup and Delete of Sound Files

8. **Dialer**

Dialer should have good predictive algorithm that guides the dialling principle. Predictive dialer should be adaptive in nature and adapts and controls its behaviour based on the past pattern of dialling and Agent's call handling patterns. Its Dialing pattern should evolve over a shift, based on the quality of lead list, the gateway connectivity pattern, Average Handling Time (AHT) for the agents and the abandon call percentage as prescribed. The predictive Dialer should be easy to use with very simple configuration steps and very intuitive User Interfaces for the administrator.

Major Highlights of Dialer should be:

a. Highly adaptive in nature with auto pacing.
b. Facility for the agents to move to Preview (Manual Mode) in between Predictive calling
c. Web based Interfaces for configurations
d. Call conference can be initiated from the dialer window with multiple callers, agents and admin.

9. Social Media Integration with the system:

Separate Facebook/ Twitter like account may be registered/ published to let user register complaints.

a. User will receive an automatic acknowledgement and unique ticket number for the future tracking of the status of the complaint.
b. Should extract messages and display it in agent dashboard and agents should be able to respond to social media messages from Agent interface.
c. Single Sign On will allow agents to login to Contact center solution, Chat and Social media.

10. CCE's Desktop & Soft phone – Key Features

a. Single CCE's Desktop for all channel of communication (Inbound, Outbound, Email, Chat, SMS etc.).
b. Integrate with social media websites such as Face book/Twitter etc.
c. Call Wrap / reason / disposition Codes are configurable to allow for a different list of choices based on the call type / queue.
d. Ability for agents to make manually dialed outbound calls outside the normal workflow.
e. Display agents statuses / presence in user interface.
f. Ability to write call history to a database for reporting and to be displayed during future calls.
g. Ability to schedule a call back at any point of time.
h. Ability for agents to make themselves unavailable temporarily, using the list of defined Reason Code (Configurable) options.
i. Support Soft phone configuration for short cut and hot keys.
j. CCE's functionality
    a. Login and logout
    b. Agent set Ready
    c. Agent set Not Ready (using various work modes which is customizable)
    d. Automatic after-call work
    e. After call work in idle
    f. Agent to Agent Call Transfer
    g. Agent to Supervisor Communication
    h. Show Current Call Duration
    i. Show Total Calls received by Agent
    j. Notify Total waiting time by Citizen
    k. Hold, Consult, Conference
    l. Transfer with context: “attached data”

11. Citizen Survey Module

The Help Desk can again call back the citizen to take a feedback on the support provided and request him to give a feedback on Telephonic Citizen Survey. This helps the BWSSB to gauge the satisfaction level of the citizen and take corrective measures where ever possible to improve the citizen satisfaction.

a. Automatic complaint id generation.
b. SMS and email support
c. Facility to extend the ticketing application to various departments of online services of BWSSB.
d. Automated escalation matrix module

e. Integration with all existing PGRS engine and web portal further if any additional is required the same need to be done by the Bidder.
f. Voice log tagging with case id
g. Citizen survey module
h. Advance real time and historical reporting
i. APIs to connect to third party applications like SAP, Oracle and other inventory management and accounting software

12. Service Recovery/Failover

1. The successful bidder must demonstrate that the Call centre infrastructure is configured such that it is highly available. High availability must be demonstrated during UAT (User Acceptance Testing).
2. Seamless availability of the Call centre infrastructure even if the active data centre becomes inactive or unavailable due to a avoidable circumstances.

13. Monitoring and Reporting

1. Reports should be submitted to monitoring the performance of CCEs.
2. The bidder and BWSSB will mutually agree on the format of the reports to be submitted by the bidder to BWSSB. The bidder will provide customized reports at no cost to BWSSB. The following reports, but not limited to, must be provided by the bidder.
   a. Reports based on time period.
   b. Types of grievances /queries analysis.
   c. Repeat request /complaints analysis
   d. Call waiting time
   e. Lost calls/unanswered calls
   f. System/position log on off or breakdowns
   g. Call time(Average talk time/hold time/handle time)
   h. Hourly call details
   i. Complaints pending for more than defined time period
   j. Calls handled
   k. Abandoned call rate
   l. Staffing related report
   m. Monthly MIS,SLA reports, No of CCE’s logged in CCE wise, etc
   n. Any other reports requested by BWSSB

14. Licensing

A concurrent licensing model will be preferable to BWSSB. All-inclusive license pricing must be included in the quote by the successful bidder. Minimum number of concurrent licenses required is 10 and can be scaled up based on requirements at no extra cost to BWSSB.

II. Other Technical Details

1. Compliant management system application has to be hosted on cloud infrastructure provided by BWSSB. The bidder has to ensure the smooth migration and its working with up to date functionalities and data.
2. The maintenance and change requests from BWSSB for call centre has to be handled/implemented by the bidder. No extra cost would be charged to BWSSB.
3. Any additional infrastructure required for smooth functioning of Call centre has to be borne by the bidder.
4. Bidder has to take up all the migrations and ensure smooth working of all the systems at no extra cost.
5. Mobile Apps for Complaint management system, Bill Payments has to be maintained by the bidder with the modification/updation as per direction of BWSSB.
6. Complaints raised in social media tools like Facebook, twitter, WhatsApp etc have to be integrated with Complaint management system.
7. Any kind of licenses shall be of unlimited number valid for 3 years.
8. BWSSB would provide only Cloud Server infrastructure. Any software's or hardware's etc required for smooth operations of the call centre has to be borne by the bidder itself.
9. The bidder shall take forward the existing Call Centre services with the existing infrastructure/setup without any disruption.
10. All the security has to be maintained for hardware, mobile applications and web services by implementing the firewalls, Security software and antivirus, etc
11. The data should be accessible only by BWSSB.
12. Quarterly backup of all data and source code has to be handed over to BWSSB.
13. CMS should be operational with 99% of the time in any given month during the contract period.
14. If BWSSB request for any reports or system logs, monitoring reports, configuration records, data backup, code backup and any other available information during the contract period such data has to be provided without any extra cost.
15. Complaints Management System (CMS) has to cover the complete lifecycle of the grievance starting from grievance registration to redressal and analysis.
16. The CMS system should be integrated with email and SMS gateways.
17. The CMS should allow BWSSB field officials to access key information about the Complaint
18. The contractor has to have back-ups and disaster recovery plans in place for better service to consumers.

19. In future, Bidder has to ensure smooth migration and deployment of applications from its infrastructure to existing cloud server once it is set up.
20. All backups of data and applications, source code, as on date data, licenses, softwares, etc should be handed over to BWSSB at the end of the contract period.
21. Bidder has to get the clearance from STQC and any changes recommended by STQC have to incorporate by the bidder. Certificate to be submitted. The cost shall be borne by the bidder.
22. As per MEITY guidelines VAPT test/ IT security audit of the application under scope of work need to be carried out and if any vulnerabilities identified during the test need to be fixed by the vendor.

III. Other infrastructure to be provided by bidder are,

Sl.No.	Area	Successful Bidder	BWSSB
1	Office space for call center operations	✗	✓
3	Call center application license, implementation, customization and support	✓	✗
4	IVRS	✓	✗
5	ACD	✓	✗
6	Call barging and recording software	✓	✗
7	2 PRI Lines	✓	✗
8	Short code/Toll free number	✗	✓
9	Network connectivity	✓	✗
10	Operation and maintenance of CMS applications with BWSSB's System.	✓	✗
11	Automated SMS / Email gateway	✓	✗

Any Component (Hardware/Software/Service) that is not explicitly mentioned in the table above is to be provided by the successful bidder if required for completing the objective of the RFP.

Any changes to the hardware/software should be taken up by the bidder without cost implication on BWSSB.

The number of licenses should not be limited and can be extended to any numbers without cost implication on BWSSB.

All the change requests to the call center system should be handled by the bidder without any additional cost implication on BWSSB.

The Telephone Charges will be borne by BWSSB. The SMS charges and Integration to the SMS gateway has to carried by bidder as per BOQ.

IV. Call Statistics

The following table provides call statistics that are currently experienced at BWSSB. The proposed solution must be able to cater for this volume of calls with an expected growth in call volumes of 10% annually.

Statistic	**Average**	**Maximum**
Total Complaints per day	900	1000
Incoming Phone Calls per day	300	500
Serviced calls per day(%)	30%	50%
Call duration(in Minutes)	2	3

V. Resource on boarding and training

- Bidder shall select and deploy the skilled manpower required for running the call center.
- Bidder shall propose call center model including no of seats required for BWSSB call center operations based on envisaged call volumes and SLA requirements from call center.

Minimum Manpower profile as mentioned in the following table

Sl. no	**Position**	**Min. Qualification**
1	CCE	• The CCEs should possess PUC/Diploma or equivalent course pursued from recognized Institutions/Board and CCE_cum_Team_Lead should possess Degree or equivalent

		Course pursued from recognized Institutions/University. • Able to speak, read and write in Kannada and English • Able to communicate confidently and politely, with good speaking skills • 20 manpower working in (3 shifts+ 1 general shift) 24*7

- Manpower profiles could be audited by BWSSB on an ad-hoc basis.
- Bidder shall take prior approval from BWSSB before increasing or decreasing the no. of CCE deployed for BWSSB in shift.
- If any of the CCE's is not performing well the he/she will be replaced immediately upon approval by BWSSB.

VI. Resource Training

- The bidder should make arrangements for imparting proper training in soft skills, call handling, exposure to related applications so as to provide the CCE to answer different types of queries.
- The bidder should ensure that all CCE are put on actual duty only after providing them proper training on at least the following areas.

Sl. no	**Training Area**	**Responsibility**
1	Soft Skills	Bidder
2	Application (s)	Bidder
3	Call Handling procedures	Bidder
4	BWSSB business process related/ scripts	Bidder(With Support from BWSSB)

VII. Quality Assurance

1. Each call would have a unique identifier i.e. Call ID/Ticket number and tracking of the calls.
2. Every call received/done from the call center would be recorded in the call center application against the respective CCE and call ID.
3. BWSSB, at its discretion, may conduct Regular audits, Random audits and call barging to ensure customer service quality.
4. BWSSB may do a random sample survey of calls on Call Quality as well as be involved into calls without prior notification on a daily basis. For this, administrative level permissions to access relevant subsystems/servers(including IVR, ACD, Security measures including data and software backups, Firewalls, Antivirus software updates, etc related to BWSSB call center setup)
    a. To monitor and generate reports including those required for cross-verification of SLAs and related payments will be provided by the bidder.

b. The call data from the tapes/voice logger should be archived on to hard disk.

5. It should be possible to remotely monitor performance on all SLAs/KPIs and also of all the applications provided by the system. i.e. real time ACD statistics, calls in queue, number of CCE's logged in, number of CCE's abandoned answered calls, query of the call logs of a particular customer, etc by designated call center coordinator or call center in charge.

IX. Payment Schedule: payment will be made quarterly basis as per the directions of The Engineer.

X. Service Level Agreements

Complaint Management System – Uptime	The website should be up 99% of the time measure per quarter. Any change requests to be addressed within 7 working days of the communication of the same	In case the Complaint Management System uptime is not as per the SLA, the 1% of the quarterly maintenance support fee(BOQ no.1) will be deducted for the first occurrence. 2% of the quarterly maintenance support fee(BOQ no.1) will be deducted for the second occurrence. BWSSB reserves the right to cancel the contract in case of any subsequent occurrence of the same
Complaint Management System – Bug resolution	Priority 1 bugs < 1 business days Priority 2 bugs < 2 business days Priority 3 bugs < 5 business days	In case the bugs are not resolved as per SLA, 1% of the quarterly maintenance support fee(BOQ no.1)will be deducted for the first occurrence. 2% of the quarterly maintenance support fee(BOQ no.1) will be deducted for the second occurrence. BWSSB reserves the right to cancel the contract in

		case of any subsequent occurrence of the same
Call Centre – Call receiving	Call should be attended within 30 Seconds	In case the call receiving uptime is not as per the SLA, the 2% of the call maintenance support fee(BOQ no.1) will be deducted for more than 10 occurrences in a quarter Additional 1 % will be deducted for every subsequent occurrence. If the number of occurrences exceeds 25, BWSSB reserves the right to cancel the contract.
Call Centre – Quality of Call	No complaint should be received from the citizen on the service provided by the Call centre	If any complaint is received from the citizen about the quality of the call, 1% of the quarterly payment due for the maintenance support fee (BOQ no.1) will be deducted.

Annexure:

Software Details:

1. **Quicxly Dailer(call center software):**

   I. Server – Ubuntu

   II. Database – MySQLi

   III. Application Developed in PHP

   IV. Software Was developed in PHP and Hosted in Cent OS.

2. **Complaint management system(CMS):**

   i. Frontend - HTML5, CSS3, JavaScript and jQuery

   ii. Backend - PHP version 7.4.2

iii. Framework - Core PHP

iv. Database – MySQL

3. Mobile App

i. Frontend - HTML5, CSS3, Typescript

ii. Framework - ionic framework

iii. Backend and API – PHP

iv. Database – MySQL

Server details:

2711 luar Mount Server Rack 600/800 x 1000 mm (WXD) with Froet Glass Door, Rear Metal Doors, Side Paneh, Full depth Shelf-1 Nom. RTY KBD Tray-1 Nos. 10 Socket 5/15A FOU with MCB

Firewall details:

Sophos-XG 135 rev. 3HW Firewall Appliance with 8GE +1 SFP ports, 1 expansion bay for optional 3G/4G module, SSD + Base License

FullGuard Subscription Includes Network Protection, Web Protection, Email Protection, Webserver Protection and Enhanced Support-3 years.

UPS details: VERTIV LIBERT GXT MT-CX: 3 KVA Online UPS.

Headphone details:

Logic Professional Headset-Binaural USB Headset, Adjustable, Noise cancellation MIC, Speaker Volume controller, Mute options

SECTION 8: DRAWINGS

(Furnished to the Successfully Bidder)

SECTION 9: BILL OF QUANTITIES

Note:

(1) Item for which no rate or price has been entered in will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Bill of Quantities (refer: ITB Clause 11.2 and CC Clause 37.2).

(2) Unit rates and prices shall be quoted by the Tenderer in Indian Rupees.

(3) Where there is a discrepancy between the rate in figures and words, the lower of the two will govern. [ITT Clause 24.1(a)]

(4) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by quantity, the unit rate quoted shall govern [ITT Clause 24.1 (b)]

SECTION 10:
FORMAT OF BANK GUARANTEE FOR SECURITY DEPOSIT

To: _____ *[name of Employer]*

_____ *[address of Employer]*

WHEREAS _____ *[name and address of Contractor]* (hereinafter called "the

Contractor") has undertaken, in pursuance of Contract No. _____ dated _____ to execute
_____ *[name of Contract and brief description of Works]*
(hereinafter called "the
Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of Rs._____ *[amount of guarantee]*
[63]_Rupees_____ _____*[in words]*, and we undertake to pay
you, upon your first written demand and without cavil or argument, any sum or sums within the limits of
_____ *[amount of guarantee]*[64] as aforesaid without your needing to prove or to show
grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed there under or of any of the Contract documents which may be made between you and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until 30 days from the date of expiry of the Defects Liability Period.

Signature and seal of the guarantor

_____

Name of Bank _____
Address_____
Date _____ _____